TAG - June 2001 Outages by Type Compared to System Availability Time

| | No Outage = 0.00% of Total Sch Avail Hrs | Degraded = 0.49% of Total Sch Avail Hrs | LOF = 0.62% of Total Sch Avail Hrs | Full = 0.34% of Total Sch Avail Hrs |

Legend: ▓ Number of Occurrences by Type

Detailed Analysis of Change control Process (CCP) Type 1 Change Requests

ATTACHMENT B

BIRCH TELECOM
SYSTEM INCIDENT LOG
JUNE, 2001

DAY	START	END	DURATION (minutes)	TYPE
6/8	1:37 PM	1:42 PM	5	Down
6/14	10:24 AM	10:30 AM	6	Degraded
6/14	10:35 AM	10:41 AM	6	Degraded
6/15	10:44 AM	10:54 AM	10	Degraded
6/18	10:56 AM	11:02 AM	6	Degraded
6/18	11:37 AM	11:43 AM	6	Degraded
6/18	2:37 PM	2:49 PM	12	Degraded
6/18	4:25 PM	4:33 PM	8	Degraded
6/19	8:30 AM	8:55 AM	25	Degraded
6/19	9:03 AM	9:20 AM	17	Degraded
6/19	9:22 AM	9:29 AM	7	Degraded
6/19	9:31 AM	9:47 AM	16	Degraded
6/19	9:55 AM	10:10 AM	15	Degraded
6/19	10:48 AM	11:03 AM	15	Degraded
6/19	11:04 AM	11:13 AM	9	Degraded
6/20	7:48 AM	8:15 AM	28	Down
6/20	8:39 AM	8:44 AM	5	Degraded
6/20	10:55 AM	11:08 AM	13	Functionality Loss
6/20	1:50 PM	2:10 PM	20	Functionality Loss
6/20	2:31 PM	2:41 PM	10	Functionality Loss
6/20	2:44 PM	2:54 PM	10	Functionality Loss
6/20	2:57 PM	3:08 PM	11	Down
6/20	3:10 PM	3:19 PM	9	Degraded
6/20	3:20 PM	3:30 PM	10	Degraded
6/21	9:09 AM	9:30 AM	21	Functionality Loss
6/21	11:56 AM	12:20 AM	24	Functionality Loss
6/21	1:51 PM	2:01 PM	10	Down
6/21	2:17 PM	2:22 PM	15	Down
6/21	3:45 PM	4:05 PM	20	down
6/20	8:56 AM	9:03 AM	7	Degraded
6/20	9:57 AM	10:04 AM	7	Functionality Loss
31			383	

TOTAL # INCIDENTS:	31
TOTAL MINUTES:	383
TOTAL HOURS:	6.38

ATTACHMENT C

⊕ *BELL*SOUTH

MEETING NAME	MINUTES PREPARED BY:	DATE PREPARED
Monthly Status Meeting	Brenda Files-Change Management Team	07/05/2001

Participants

PARTICIPANT	COMPANY	PARTICIPANT	COMPANY
Brenda Files	BST- CCP	Holly Turner	Sprint
Valerie Cottingham	BST – CCP	Donna Graham	Mantiss
Cheryl Storey	BST – CCP	Sandy Evans	Sprint
Steve Hancock	BST – CCP	Doyle Mote	BST
Christine Motto	Mantiss	Alan Flanigan	Time/Warner
Steve Taft	Allegiance	Ellen Neis	Sprint
Peggy Rehm	NightFire	Lynn Chandler	BTI
Tim Abraham	Go Com	Marva Goff	BST
Marcia Lees	SBC Telecom	Susan Grider	BST
Mandy Jenkins	Alltel	Brenda Wallace	BST
Shamone Stapler	ITC/Deltacom	Meena Masih	BST
Bill Grant	Telcordia	Ken Cook	BST
Cathy Swift	BST	Stephanie Smith	DSET
Mel Wagner	Birch Telecom	Beverly Lockwood	BTI
Graham Watkins	KPMG Consulting	Tyra Hush	Worldcom
Tami Swensen	Launch-Now-Accenture	Comarletia Pierce	KMC Telecom
Mary Ann Kelly	FL-PSC	Lianne Griffin	BST
Mary Mitchell	XO Communications	Kyle Kopytchak	Network Telephone
Annette Hardy	Access Integrated	Lorraine Mildes	Access Integrated
		Joan Wilwerding	Birch Telecom

Meeting Information History

DATE	START TIME	END TIME
06/27/01	10:30 AM EDT	12:30 PM EDT

MEETING PURPOSE / AGENDA
Monthly Status Meeting

10/22/2001

Agenda Items	Discussion

1. OPENING	The BCCM opened the meeting and covered the items we were to accomplish during this meeting:
	
	• Review current Release Management & Implementation status
	
	   o Release 10.0 Package
	
	   o 2002 Project Plan
	
	• Review outstanding action items
	
	• BST Policy on Handling of Incomplete LNP Port Outs
	
	• Review regulatory mandates
	
	• Change Control Log Status
	
	• Report of System Outages
	
	• Open Discussion – Change Control Process
	
	   o Review Outstanding Action Items
	
	   o CR0411 – Ballot Change – Changes to Section 9.0 of CCP Document
	
	   o Proposed Appendix regarding Carrier Notifications
	
	• Summarize New Action Items & Assign Owners

2. OUTSTANDING ACTION ITEMS	Update on outstanding Action Items from our **5/23/01** meeting:
	ACTION ITEM (BellSouth) (CLOSED) BellSouth to share with the CLECs the schedule for the implementation of LSOG5/ELMS5. *Status*: The production date of 5/4/02 was provided with the 2002 Project Plan.
	ACTION ITEM (BellSouth)(CLOSED) Change Management Team (CMT) to forward GA PSC filing information on Parsed CSR to CLEC community. Status: Distributed May 24, 2001.
	ACTION ITEM (BellSouth)(OPEN) CMT to provide status on CR0320-Electronic Processing of Line Loss Notification to Mantiss (Donna Graham). Status: Request has been referred to the internal SME for further investigation and BellSouth is still waiting a response.
	ACTION ITEM (BellSouth)(OPEN) CMT to investigate if the EDI outages are related to new Mercator system. Status: BellSouth has not been able to verify if outages are specifically related to the Mercator upgrade. As information, a stabilization team has been put in place to daily monitor EDI stability.
	ACTION ITEM (BellSouth)(CLOSED) CMT to provide posting date for updating TAG End User workaround for the ACTs of W and D. Status: Carrier Notification Letter posted June 5, 2001.

Jointly Developed by the Change Control Sub-team comprised
of BellSouth and CLEC Representatives

◎ **BELL**SOUTH

une
Mont y tatus Meeting
M TIN MIN T

Agenda Items	Discussion
	ACTION ITEM (BellSouth)(CLOSED) CMT to distribute CR0383 and repost to CCP Website with attachment. Status: Distributed on 05-23-01.
	ACTION ITEM (BellSouth)(CLOSED) CMT to update monthly Release Management Status report to include the two LENS targeted items for Release 9.4. Status: Distributed on 05-24-01.
	ACTION ITEM (BellSouth)(CLOSED) CMT to address adding detail to the CR description on the new CR LOG. Status: CMT agrees to add detail to the CR description on the CR LOG going forward.
	ACTION ITEM (BellSouth)(OPEN) CMT to investigate changing the format of the CR daily activity report to reflect a month's view; append information to the same report daily. Status: Beginning July 1, CMT will trial a rolling activity report for the month. Daily CR activity will be added to the report.
	ACTION ITEM (BellSouth)(CLOSED) CMT to address providing the "notes" on the new CR Log format in sequence. Status: Notes should now appear in sequence on the CR Log.
	The following outstanding Action Items regarding the CCP Working Document were not discussed in detail due to the length of the meeting; however, all are in "OPEN" status:
	ACTION ITEM (BellSouth) (OPEN) BellSouth will address "removing the last two sentences" from the last paragraph in Section 6, Part 4 – Developing and Approving Release Packages. *Status*: BellSouth recommends that these two sentences remain in the CCP Document. Discussed during the 06-14-01 CCP Improvement Meeting. 6-14-01 WorldCom will provide proposed CLEC language, representing its version of Section 6.0, last paragraph with regard to "implementation decisions remaining with BellSouth's discretion, consistent with regulatory mandates and resource constraints."
	ACTION ITEM (CLECs) (OPEN) The CLECs will determine those requests that should be removed from the total list of non-scheduled requests after the sizing is provided at the quarterly meetings. *Status*: To be determined once the "Sizing" issue is resolved.
	ACTION ITEM (AT&T) (OPEN) Rich Bobik will provide the CLEC "language" for Step 4-Sizing effort by June 15, 2001. *Status:* Open
	ACTION ITEM (BellSouth) (OPEN) BellSouth will send a "hypothetical" example of a Top 5 scenario in order for the CLECs to determine if they want to support the Step 7 language, Activity 3. *Status*: Open

Jointly Developed by the Change Control Sub-team comprised
of BellSouth and CLEC Representatives.

Agenda Items	Discussion
	ACTION ITEM (BellSouth) (OPEN) BellSouth will investigate if it can provide both the business rules and the final specs at the 10 weeks interval prior to a release production. *Status*: Being addressed by Release Management.
	ACTION ITEM (BellSouth) (OPEN) BellSouth to add statement to Step 8 and to Section 6.0/Part 4 – "CLEC/BST consensus will be used to create the Approved Release Package". *Status*: Statement was added to ballot #5 which was distributed 6-21-01.
	ACTION ITEM (BellSouth) (OPEN) Dennis Davis to participate in a Change Control meeting, explaining to the CLECs his role and responsibilities related to Change Control. *Status*: Dennis plans to participate in a future meeting. He had a scheduling conflict for today's meeting.
3. REGULATORY MANDATES	• CR0322 - Enhancements for Mechanized Line Sharing Scheduled for Release 9.4 implementation on 7/28/01. • CR0409 – Line Splitting, Remove Edit in LMU Prohibiting CLEC from receiving Loop data Remove the current edit within Electronic LMU that prohibits the requesting D/CLEC from receiving loop data on a loop owned by another D/CLEC. • CR0415 – Line Splitting Availability – Manual only Carrier Notification Letter SN91082407 was posted May 23, 2001 announcing the availability of Line Splitting Service on June 19, 2001. BBR-LO will be updated with 6/29/01 version 9O. • CR0422 – Mech LMU Fix – LFACS/RSAG Address Mismatch results in Neighborhood Report Expedited feature to be implemented in a future release. • CR0428 – Enhanced LMU Functionality Targeted for Release 10.0 implementation on 9/1/01. • CR0429 – Enhanced Mechanized xDSL Ordering Functionality Targeted for Release 10.0 implementation on 9/1/01.
4. NEW CHANGE REQUESTS **(TYPES 2-5)**	The following requests are in "New" status. **NOTE:** Only those requests that have changed status since our 5/23/01 meeting were reported.
	CR0325 –**TAG Preorder Function (SBC Telecom)** Status: 5-4-01 BST response provided to originator. Waiting on feedback.

Jointly Developed by the Change Control Sub-team comprised
of BellSouth and CLEC Representatives.

Agenda Items	Discussion
	CR0349--Include CLLI & LSO w/Successful Response for Loop Makeup. (NorthPoint) Status: 06/20/01 Canceled by CCP. No response from CLEC to BellSouth response to not support the request.
	CR0357 – Ordering rules required for Unbundled Sup-Loop and Unbundled Network Terminating Wire CLEC Information Packages (Verizon Avenue) Status: 5-3-01 BST response provided to originator.
	CR0382 – Interval Guide: Target FOC Interval (XO Communications) Status: 4-30-01 provided clarification notification to originator for additional information. Waiting on clarification response. 6/22/01 Email to original CLEC request respond to clarification or CCP will Cancel request on 07/02/01.
	CR0383 – Quorum Voting Requirements (Birch Telecom) Status: Balloted on June 1, 2001. This issue did not obtain Industry consensus. 06/27/01 Mel Wagner advised this Change Request could be canceled. Change Control to Cancel the request.
	CR0387 – ULM Make Up (Sprint) Status: 06/19/01 Email Sandy to request a call to CCP to discuss the potential response before CCP sends the response out to the CLEC Community.
	CR0391--LENS/Add ability to place order for Phone Books (East Florida Comm) Status: 5-8-01 Clarification Notification provided to originator for additional information. 06/25/01 BellSouth sent email to CLEC requesting a response to the clarification request or this request will be Canceled on 07/02/01 by CCP.
	CR0393--PON List Export to EXCEL (Network Telephone) Status: 5-15-01 BST response provided to originator. Waiting on originator to authorize closure. 06/26/01 Original CLEC (Kyle) advised CCP that it is ok to Cancel this request. Request to be Cancel by CCP.
	CR0394--Rejection Description Added to PMAP Raw Data % Rejection (Network Telephone) Status: 5-17-01 BST response provided to originator. Waiting on originator to authorize closure. 05/23/01 This request has been Canceled by CLEC.
	CR0400--Interval Change for Missed Appointments (Sprint) Status: 06/12/01 BellSouth response sent to the CLEC to not support this request due to the impact on current mandated measurements..
	CR0404--Top 30 EDI Reject/Clarification Reason Codes (WorldCom) Status: 06/15/01 BellSouth response sent to the CLEC to not support this request based on feasibility. Tyra (WorldCom) request SME at the next meeting.
	CR0411--Ballot Change-Changes to Section 9.0 of CCP document to remove BST voting eligibility on balloted items. Status: 06/26/01 Change Control to discuss this request during the CCP open Forum section of the agenda.

10/22/2001

Jointly Developed by the Change Control Sub-team comprised
of BellSouth and CLEC Representatives.

Agenda Items	Discussion
	CR0416–Ability to view BellSouth's pending disconnect orders when porting. Status: 06/26/01 BellSouth response has been sent to the CLEC to not support this request based on feasibility.
	CR0420–Complete list of Special Access Numbers (SAN) for RACF. Status: 06/06/01 Being reviewed for acceptance by BellSouth.
	CR0421–Extend Lens and TAFI Passwords. Status: 06/26/01 BellSouth response sent to CLEC to not support this request. The password-aging interval for all BellSouth mechanized systems is defined in the BellSouth Corporate Security Standards (CSS). Tyra (WorldCom) request SME at next meeting.
	CR0424–UDC Ordering Process. Status: 06/11/01 Being reviewed for acceptance by BellSouth.
	CR0425–Extend CWINS Policy to 24 Hours. Status: 06/13/01 Being reviewed for acceptance by BellSouth.
	CR0426–CHC & CSDT. Status: Being reviewed for acceptance by BellSouth.
	CR0435–Recording on Port Out Disconnects (If a disconnect is worked prematurely, the recording on the end user's line needs to be changed). Status: 06/22/01 Being reviewed for acceptance by BellSouth.
	CR0436–Extend the PON Aged Window (Extend the interval for PONS aging off to 30-45 days). Status: 06/22/01 Being reviewed for acceptance by BellSouth.
5. PENDING CHANGE REQUESTS	The following requests are in "Pending" status. **NOTE:** Only those requests that have changed status since our 5/23/01 meeting were reported.
	CR0099–Order MA'd and SO Info Deleted (BST) Status: Placed in Pending status on 6/14/01.
	CR0392–LENS/TC OPT for Completed Orders (East Florida Comm) Status: 06/01/01 This request is in Pending Status.
	CR0399–Reject TN Migrating with DSL (WorldCom) Status:06/12/01 This request has been placed in Pending Status.
	CR0408–BAN1/BAN2 Fields (BellSouth) Status: Placed in Pending status on 6/15/01.

Jointly Developed by the Change Control Sub-team comprised
of BellSouth and CLEC Representatives.

Agenda Items	Discussion
6. CANDIDATE REQUESTS	All Change Requests prioritized during the 4/25/01 meeting are in "Candidate Request" status.
7. SCHEDULED CHANGE REQUESTS	The following change requests have been scheduled for upcoming releases since our 5/23/01 meeting:

	CR0318 – Documentation of UNE-P Line Class of Service (ITC/Deltacom) Status: Targeted for correction in the LEO-IG on 9/7/01.
	CR0385 – Mech LMU Defect-Spares not returned with POTS – Loop Svc Type Change (BST) Status: Scheduled for Release 9.4 on 7/28/01.
	CR0398 – Define the rules for TOS for REQTYP AB (BST) Status: Rules 5 & 6 updated with 5-31-01 BBR-LO, Rule 12 also added. With 6-29-01 BBR-LO, Rule 12 will be updated to add TOS valid entry of "1R-" for Line Sharing.
	CR0401 – TOS Business Rule Documentation Defect (BST) Status: Determined to not be a defect, however for clarity, BellSouth will remove rule 9 in the Data Dictionary, scheduled for 06-29-01 update of the BBR-LO.
	CR0412 – Change Project Field on LSR from Optional to Conditional in BBR-LO (BST) Status: Scheduled for 6-29-01 BBR-LO update.
	CR0413 – Add LOCNUM to the Conditional field of the RCO Chart in the BBR-LO (BST) Status: Scheduled for 6-29-01 BBR-LO update.
	CR0414 – Add "RMKS" to the RCO Chart for REQTYP C, as conditional in the BBR-LO (BST) Status: Scheduled for 6-29-01 BBR-LO update.
	CR0415 – Line Splitting Availability – Manual only (BST) Status: Scheduled for 6-29-01 BBR-LO update.
	CR0427 – Remove "UNDC" as a valid entry. Add note advising when making no change to PIC or LPIC to populate field with NC (BST) Status: Scheduled for 6-29-01 BBR-LO update.
	CR0428 – Enhanced LMU Functionality (BST) Status: Targeted for Release 10.0 on 9/1/01.
	CR0429 – Enhanced Mech xDSL Ordering Functionality (BST) Status: Targeted for Release 10.0 on 9/1/01.

10/22/2001

Jointly Developed by the Change Control Sub-team comprised
of BellSouth and CLEC Representatives.

Agenda Items	Discussion
	CR0430 – Update BBR-LO LNA RCO Tables N,C,X,D,V,W,P to remove the NOTYP and PORTTYP fields for ISDN BRI UNE (BST) Status: Determined to be a documentation defect and will be corrected in the next update of the BBR-LO on 06/29/01.
	CR0431 – Update the LNA table on UNE BRI/ISDN to show DISC NBR as required on REQTYP A, ACT=V (BST) Status: Determined to be a documentation defect and will be corrected in the next update of the BBR-LO on 06/29/01.
	CR0432 – Change the Data Element Dictionary in BBR-LO & LEO-IG to correct info for REQTYP E, ACT n/a, C, T, V, P & Q (BST). Status: Determined to be a documentation defect and will be corrected in the next update of the BBR-LO on 06/29/01.
	CR0433 – Correct BBR-LO RCO Table for REQTYP N, ACT=D to add "Manual" (BST) Status: Determined to be a documentation defect and will be corrected in the next update of the BBR-LO on 06/29/01.
8. IMPLEMENTED CHANGE REQUESTS	The following change requests have been implemented since our 5/23/01 meeting:
	CR0264 – Conflicts with LEO BBR-LO 9 and TAG for the LS (xDSL) Svc – St End User field (Telcordia) Status: Implemented with Release 9.2.1 on 06/02/01.
	CR0265 – Conflicts with LEO BBR-LO 9 and TAG for the LS (xDSL) Svc – City End User field (Telcordia) Status: Implemented with Release 9.2.1 on 06/02/01.
	CR0266 – Conflicts with LEO BBR-LO 9 and TAG for the LS (xDSL) Svc – Zip Code End User field (Telcordia) Status: Implemented with Release 9.2.1 on 06/02/01.
	CR0267 – Conflicts with LEO BBR-LO 9 and TAG for the LS (xDSL) Svc – SADLO field (Telcordia) Status: Implemented with Release 9.2.1 on 06/02/01.
	CR0268 – Conflicts with LEO BBR-LO 9 and TAG for the LS (xDSL) Svc – SASN field (Telcordia) Status: Implemented with Release 9.2.1 on 06/02/01.
	CR0269 – Conflicts with LEO BBR-LO 9 and TAG for the LS (xDSL) Svc – SATH field (Telcordia) Status: Implemented with Release 9.2.1 on 06/02/01.
	CR0287 – REQTYP=MB SANO tag being required by TAG but n/a or n/e in BBR-LO (Telcordia) Status: Implemented with Release 9.2.1 on 06/02/01.

Agenda Items	Discussion
	CR0288 – REQTYP=EB SANO tag being required by TAG but n/a or n/e in BBR-LO (Telcordia)
	Status: Implemented with Release 9.2.1 on 06/02/01.
	CR0344 – Add ACTs of T and V to EELS (Manual Environ) (BST)
	Status: Implemented with 05/30/01 BBR-LO Version 9N update.
	CR0395 – REQTYP AB, ACT=C, adding EU address information to the BBR-LO (BST)
	Status: Implemented with 05/30/01 BBR-LO Version 9N update.
	CR0396 – Add Usage Notes in BBR-LO for INIT FAX No. Field (BST)
	Status: Implemented with 05/30/01 BBR-LO Version 9N update.
	CR0405 – Documentation Defect to remove LNECLASSVC from RCO table "conditional field" (BST)
	Status: Implemented with 05/30/01 BBR-LO Version 9N update.
	CR0406 – Documentation Defect to add "M" next to DQTY in the required field RCO table. (BST)
	Status: Implemented with 05/30/01 BBR-LO Version 9N update.
9. CANCELED CHANGE REQUESTS	The following change requests have been canceled since our 5/23/01 meeting:
	CR0152 – Electronic Payphone Service Orders (BST)
	Status: Canceled 6-13-01. The Flow Through Task Force is handling this feature.
	CR0290 – REQTYP=EB Conflicts on use of CFA tag in BBR-LO (Telcordia)
	Status: Canceled by originator on 06/19/01.
	CR0295 – REQTYP=BB SASF field conflicts in BBR-LO matrices and data dictionary (Telcordia)
	Status: Canceled by originator on 06/19/01.
	CR0335 – Multi-Line Hunt Order Process (BST)
	Status: Canceled 6-13-01. The Flow Through Task Force is handling this feature.
	CR0417 – Include NORD field on the FOC (Intermedia)
	Status: Canceled by originator on 06/19/01.
	CR0418 – Order numbers not being received through BellSouth EDI (NuVox)
	Status: Canceled by originator on 06/04/01.
	CR0419 – LMU Address Validation Error (BST)
	Status: Canceled by originator on 06/13/01.
10. DEFECT CHANGE REQUESTS	The following defect change requests are being reported:
	NOTE: Only those requests that have changed status since our 5/23/01 meeting were reported.

Jointly Developed by the Change Control Sub-team comprised
of BellSouth and CLEC Representatives.

Agenda Items	Discussion
	CR0410— Line Class of Service Business Rule Documentation Defect (Worldcom) Status: Determined to not be a documentation defect. Waiting on customer to authorize closure.
11. REPORT OF SYSTEM OUTAGES NOTE: Details of each outage are posted on the Change Control website at www.interconnection.bellsouth.com/markets/lec/ccp_live/ccp.html	The following Type 1 System outages/degradation have occurred since the last Status Meeting: LENS – 19 EDI – 5 TAG – 7 CSOTS – 3 EC-TA – 0 TAFI – 0
	Mel Wagner (Birch Telecom) noted that LENS and TAG outages have increased significantly since May and will be addressing this with its Account Team.
12. RELEASE MANAGEMENT STATUS	The following release management status was provided (also reference the Release Management Monthly Status Report that was provided prior to the meeting):
	Release 9.2.1 (LNP 6.2) (TAG 7.6) (Minor Release) **Production Date: June 2, 2001:** • CR0226 – Calculate Correct Due Date Intervals **Defects:** • CR0264 – LS (xDSL) Svc – St End User Field -TAG • CR0265 – LS (xDSL) Svc – City End User Field-TAG • CR0266 – LS (xDSL) Svc – Zip Code End User Field-TAG • CR0267 – LS (xDSL) Svc – SADLO Field-TAG • CR0268 – LS (xDSL) Svc – SASN Field-TAG • CR0269 – LS (xDSL) Svc – SATH Field-TAG • CR0287 – REQTYP = MB, SANO-TAG • CR0288 – REQTYP = EB, SANO-TAG The LNP portion of this release was removed and is targeted for restoral on July 1, 2001 with LNP release 6.1.4. Carrier Notification Letter SN91082418 was posted 6-5-01 regarding End User Address Field Corrections and Work Around.

Jointly Developed by the Change Control Sub-team comprised
of BellSouth and CLEC Representatives.

Agenda Items	Discussion
	LNP Release 6.1.3 **Production Date: June 8-9, 2001** • CR0226 – Remove Calculate Correct Due Date Intervals LNP Gateway Release 6.2, implemented on June 3, 2001, backed out of production due to system issues.
	Release 9.3 (Minor Release) **Production Date: June 16, 2001:** • South Alabama 334/251 NPA Split • Florida NPA Boundary Realignment 407/386 • Atlanta, GA Overlay 770-678/470
	LNP Release 6.1.4 **Production Date: July 1, 2001** • Restore CR0226 – Calculate Correct Due Date Intervals
	Release 9.4 (TAG 7.6.1) (Major Release) **CLEC Test Bed Date: June 30, 2001** **Production Date: July 28, 2001** • CR0002 – Pre-order/Order Business Rule Discrepancies • CR0322 – Enhancements for Mechanized Line Sharing • CR0092 – Modify DFDT/CHC for Designed Loops (non-LNP) • CR0385 – Mech LMU Defect – Spares not returned when POTS Carrier Notification Letter SN91082415 was posted 5-30-01 regarding CLEC Test Bed availability for Release 9.4. Associated business rules will be provided as follows: CR0002 – 8/8/01 BBR-LO Update. CR0322 – Business rules are in current version of BBR-LO (Peggy Rehm of Nightfire requested verification of these rules) CR0092 – no business rules impact, system change only

Jointly Developed by the Change Control Sub-team comprised
of BellSouth and CLEC Representatives.

Agenda Items	Discussion
	Meena Masih (BST) presented the Release Package for 10.0.
	Release 10.0 (TAG 7.6.2) (Minor Release)
	Production Date: September 1, 2001
	<u>Targeted Features</u>
	• CR0428 – Enhancements for Mechanized LMU
	Enhancements include:
	• Ability to select/reserve specific BellSouth facilities returned from the Loop Makeup Service Inquiry.
	• Ability to validate the RESID for any order request and provide a first level edit validation (firm order process). The LSR will be auto-clarified if FRN does not exist in LFACS.
	• Ability to view CRIS Customer service records (CSR) by account and CABS CSRs at circuit level/ID for accounts that are owned/controlled by BellSouth or the requesting CLEC.
	• CR0429 – Enhancements for Mechanized xDSL Ordering
	Enhancements include:
	• Capability to accept LSRs electronically for High-Bit Digital Subscriber Line (HDSL)service with a REQTYP of B. The following Activity Type and LNA combinations, that exist today, will be considered valid for Designed HDSL user requests:
	REQTYP=B ACT = P, Q, or V
	• Ability to submit an LSR for UNE HDSL capable loops in the TCIF-9 EIO environment using currently established data fields and business rules for ordering Digital "Designed" Loop Service.
	• Ability to request Time Specific (DFDT) for ADSL and HDSL, the same edits apply as for Analog Voice Non-Designed Loops.
	CLECs questioned what mandate these CRs are associated with. The BST response provided was that due to a UNE 319 remand, BST is being required to provide this functionality electronically.
	CLECs questioned when the TAG 7.6.2 API would be provided. Refer to Action Item.
	A meeting has been tentatively scheduled for July 10 to review User Requirements with the CLEC community. A meeting notice will be provided.

Agenda Items	Discussion
	2002 Project Plan
	Meena Masih (BST) presented the Release Project Plan for 2002. For 2002, BST will implement two Major Releases, one Industry Release and two Minor Releases. For each type of release, the Project Plan provides the milestones, start and finish date, and release cycle week.
	For Release 10.3, Meena indicated that an additional two weeks were added to the Pre Soak CAVE Test Cycle due to the holidays. The Release Package Meeting for Release 10.3 will be held between 7/30/01 and 8/3/01.
	Meena requested comments from the CLEC community regarding the project plan. CLECs suggested that BST add two columns: number of weeks prior to CLEC Test Date and number of weeks prior to production. It was also suggested that "WBS" (Work Breakdown Structure) be defined in the footer. BST agreed to add these items to the Project Plan. Also, the "Release Cycle Week" column for Release 13.0 will be corrected to reflect a 47-week cycle and publication of the TAG API will be added to the plan for each release (will be added to milestone "Publish TAG Reference Guide").
	Discussion took place regarding the Industry – LSOG5/ELMS5 Release 11.0 project plan. CLECs requested clarification on the start/finish dates for "CLEC Business Rule Development" and "Draft User Requirements provided to CLECs" milestones. BST indicated that the plan is to share additional information with the CLEC community after 7/17/01.
	CLECs questioned if TCIF7 would sunset when ELMS5 is implemented. BST responded that this would be discussed/determined in the upcoming CLEC/BST LSOG5/ELMS5 requirement meetings.
	Coding Document (new format of BBR-LO)
	CLECs questioned the status of the 2/1/01 BBR-LO Improvement meeting and the request for a new formatted document for coding purposes. The latest status of this issue was provided at the April 25 meeting. BST has secured approval internally to provide a "matrix" format for documentation. This format will be a 'companion' to the existing Business Rules. BST is targeting the 2nd half of 2001 for implementation. The CLECs requested that BST share the proposed template. BST agreed.
	Parsed CSR
	CLECs questioned what release Parsed CSR would be implemented. The response provided was that BST is working towards the 1/14/02 implementation date that was provided to the GA PSC.

Jointly Developed by the Change Control Sub-team comprised
of BellSouth and CLEC Representatives.

Agenda Items	Discussion
13. OPEN FORUM - CHANGE CONTROL PROCESS	• CR0411 – Ballot Change – Changes to Section 9.0 of CCP Document CR0411 will be re-submitted by Sandy from Sprint to revise the request to show BellSouth in the discussion, but not in the voting process. It was agreed to ballot the item as meeting consensus. • Proposed Appendix regarding Carrier Notifications Valerie Cottingham from BellSouth discussed the appendix to the Change Control Process regarding Carrier Notifications. It was agreed that this would be added to the document without going through the voting process. • CMT will be submitting a Change Request regarding adding language to the "Introduction" section. Valerie Cottingham read proposed language that BellSouth is requesting be added to the introduction section to reflect that our process is a "living" document. CMT will submit a Change Request regarding adding this language to the document.
14. UPCOMING MEETINGS	• July 10 Release 10.0 User Requirements Walk Through (conference call) • July 25 Monthly Status Meeting (conference call) The group agreed to trial a new time for the monthly status call. The call will be from 1:00 – 4:00 EDT.
15. SUMMARY OF NEW ACTION ITEMS	**NEW ACTION ITEM:** BellSouth to investigate when the Specs for TAG Rel. 7.6.2 will be made available to the CLEC community.
	NEW ACTION ITEM: BellSouth to correct the "Release Cycle" week for Rel. 13.0 and also when the TAG API's will be published.
	NEW ACTION ITEM: BellSouth to provide additional columns on the 2002 Project Plan to indicate "weeks prior to CAVE" and "weeks prior to production".
	NEW ACTION ITEM: BellSouth to provide a "draft" of the proposed Coding matrix that BellSouth is preparing as a companion to the BBR-LO.
	NEW ACTION ITEM: BellSouth to investigate if the internal "findings" from the EDI Stabilization Team will be provided to the CLEC community concerning EDI outages and their causes.
	NEW ACTION ITEM: BellSouth to provide a SME at the next Monthly Status Meeting to discuss why it cannot support CR0404 and CR0421.
	NEW ACTION ITEM: BellSouth will begin providing more detail in the "Notes" section of the Change Control Log as to why BellSouth cannot support a change request.
	NEW ACTION ITEM: BellSouth to investigate providing a web link on the Change Control Log for those items that are being discussed in the Monthly Status meeting.

10/22/2001

Agenda Items	Discussion
	NEW ACTION ITEM: BellSouth to ensure that Account Team issues are being handled and not forwarded to Change Management.

ATTACHMENT D

From:	Wagner, Mel [MWagner@birch.com]
Sent:	Friday, August 03, 2001 12:28 PM
To:	'Cynthia.Hodges@bridge.bellsouth.com'; 'Darryl.Washington1@bridge.bellsouth.com'; 'michael.d.wilburn@bridge.bellsouth.com'
Cc:	Gary Romanick (E-mail); Anderson, Don; Kramer, Jody; Oliver, Jerry; Hamlin, Lacie; Ashford, Cynthia; Dreier, Nicole; Pinick, Paul
Subject:	FW: TAG Performance issues

Darryl,
Cynthia,
Mike,

Please reference the bullet points below from Jerry Oliver.

I am requesting immediate attention and relief to the gamut of system issues
that Birch has been experiencing not only over the course of this week but
the past 30-45 days. With the assistance of Gary Romanick and his team, I
feel confident our issues are not related to RoboTAG but the backend
system(s). The slowness of the submitting orders since Wednesday has been
nothing but counter-productive and expensive for our company. As of 11 AM
(CST), we have submitted 10 orders successfully. Does that sound
acceptable?

I understand these system issues are/may be impacting all CLEC's which
should apply more focus and attention by BST to resolve the issues quickly.
In contradiction, Birch was informed by the BST EC Support team that a fix
has been scheduled for tonight. This is not acceptable, this issue has been
escalated with ES Support (Alisha VanArsdale) and am requesting that you
ensure we have a resolution in the next couple of hours, not days.

Additionally, I would like a response/root cause on the recent system
degradation and why it has taken so long to resolve. I think you would
agree that understanding BST's gameplan/long term resolution in addressing
system integrity is necessary for Birch. I am requesting a response on
BST's initiatives.

-Mel

> -----Original Message-----
> From: Oliver, Jerry
> Sent: Friday, August 03, 2001 10:57 AM
> To: Dreier, Nicole
> Subject: TAG Performance issues
>
> Alisha,
>
> Birch has been in constant contact with the EC Support Group since 10:00
> AM Wednesday morning concerning this issue. The TAG problems that we are
> experiencing are greatly affecting our provisioning of LSRs. Currently we
> are experiencing slow performance and degraded service while performing
> the following functions within robotag:
>
> *   Submit LSRs - Currently we are unable to submit LSRs today. However
> on Wednesday and Thursday of this week it was taking approximately 10 to
> 15 minutes to submit an LSR.
>
> *   Calculate due dates - Often time our Provisioners are receiving
> errors while trying to calculate the DD and many times they have to try
> multiple times to complete the process.
>
> *   Address validation - They are experiencing the same issues as with
> calculation of due date.
>
> *   Retrieve CSRs - They are experiencing the same issues as with
> calculation of due date and address validation.

1

>
> We are now entering our third day of this issue. Birch feels that this is
> unacceptable performance from the TAG system and look to you for
> resolution. We cannot allow a system issue of this nature to continue as
> it affects our business revenue.
>
> We appreciate your efforts in helping us resolve this issue in a timely
> manner.
>
> Thanks,
>
> Jerry Oliver
> Birch Telecom
>
> ILEC OSS Support
> joliver@birch.com
> phone (800) 279-6040 ext 7624
>
>

ATTACHMENT E

BellSouth Interconnection Services
675 West Peachtree Street
Atlanta, Georgia 30375

Carrier Notification
SN91082475

Date: August 16, 2001

To: Competitive Local Exchange Carriers (CLECs)

Subject: CLECs – **REVISED** - Electronic Interface System Downtime – ENCORE
             Release 9.4 (Originally posted on June 28, 2001, revised July 5, 2001, July 18,
             2001, and August 1, 2001)

This is to advise that BellSouth deployed Release 9.4 on July 28, 2001. The Electronic Data
Interchange (EDI), Local Exchange Navigation System (LENS) and Telecommunications
Access Gateway (TAG) systems were unavailable for Local Service Request (LSR) processing
during that time.

In addition, BellSouth upgraded the formatting and enhanced the data retrieval response time
performance for the LENS Customer Service Record (CSR). The LENS CSR response times
will be greatly enhanced by changing the current Navigator© contract. The response time
metrics will be more comparable in both value and definition to the metrics from the BellSouth
Regional Ordering System (ROS) and Regional Negotiation System (RNS) applications.

**At this time, CLECs are unable to view CSRs utilizing circuit information. Additionally,
Billed To Numbers (BTN), Pending Service Orders (PSO) nor the Local Service Freeze
(LSF) indicators can be viewed. BellSouth is continuing to analyze and develop
solutions to outstanding CSR issues.**

BellSouth also implemented enhancement to due date calculations for Non-Complex Port/Loop,
a/k/a Unbundled Network Elements-Platform (UNE-P), residence/business combination orders
as a part of the 9.4 Release via the 7.6.1 TAG Application Program Interface (API). These
enhancements apply to the Telecommunications Industry Forum (TCIF) 9 versions of the
BellSouth interfaces. The modifications include providing a zero to one day due date on the
electronically generated LSRs. In addition, the calculated due date function in the Local
Exchange Navigation System (LENS) may give inaccurate information. If this occurs, LENS will
provide a new date in a red error message and will redirect the CLEC to enter this new date.
The CLEC must enter this new date in the re-calculate field and resubmit the LSR. Likewise,
Telecommunications Access Gateway (TAG) users will receive an informational message on all
supplemental LSRs to modify the due date or make other changes to the existing LSR stating:
"Estimated due date mm-dd-yyyy (calculated due date) will be returned on the Firm Order
Confirmation (FOC)." BellSouth is continuing to analyze and develop solutions to the estimated
due date messages and returns.

Please see the attached table for details on Release 9.4.

927mm4607404

Please contact your BellSouth account team representative with any questions.

Sincerely,

ORIGINAL SIGNED BY MATEO CAYMOL FOR JIM BRINKLEY

Jim Brinkley – Senior Director
BellSouth Interconnection Services

Attachment